

## CLAIMS

What is claimed is:

- 1 1. A method comprising:  
2 receiving a message including a request;  
3 identifying a connector based on a keyword in the message;  
4 performing an action identified by the connector;  
5 sending a response including the data to the requester.
- 1 2. The method of claim 1, wherein the message is an electronic mail  
2 message.
- 1 3. The method of claim 1, wherein performing an action comprises:  
2 accessing a web page identified by the connector; and  
3 filling in a form on the web page.
- 1 4. The method of claim 1, wherein performing an action comprises:  
2 accessing a web page identified by the connector; and  
3 obtaining data from the web page.
- 1 5. The method of claim 1, wherein performing an action comprises:  
2 accessing a web page identified by the connector; and  
3 downloading data from the web page.
- 1 6. The method of claim 1, further comprising:

2 identifying a keyword in the request designating a destination for the  
3 response; and  
4 sending the response to the destination.

1 7. The method of claim 6, further comprising:  
2 sending an acknowledgement to an originator of the request, after the  
3 response is sent to the destination.

1 8. The method of claim 1, wherein the keyword indicates one or more  
2 of the following: an action to be performed, data to be downloaded, and a  
3 destination for a response to the request.

1 9. An apparatus comprising:  
2 a parser to identify a keyword in a message received from a user;  
3 a connector file to indicate an action associated with the keyword;  
4 an action logic to perform the action; and  
5 a response logic to send a response with a result from the action to the  
6 user.

1 10. The apparatus of claim 9, wherein the message and the response  
2 are email messages.